

AIR InfoTech Improves Back-Office Efficiency and Protects Software with Thales Sentinel

The Back Story

All India Reporter (AIR) has been a global pioneer in the publishing of Indian High Court and Supreme Court decisions since 1922. The first, oldest, and largest law publishing company in Asia, AIR has been the market leader in the field of legal publishing for nearly 100 years. AIR InfoTech, a division of All India Reporter products allow users to access AIR's extensive databases of court decisions, in a user-friendly, searchable manner. AIR InfoTech is used by many thousands of researchers, scholars, and academics in countries around the world.

Technology has changed in the 100 years since AIR began, and AIR InfoTech came to be as AIR realized a need digitize their publications and create software databases, in order to best serve their users. AIR InfoTech has utilized technological advancements to give All India Reporter a strong competitive advantage.

The Business Challenge

As piracy became a more pressing issue and the costs of licensing and supporting their licensing processes became more of a burden, AIR InfoTech knew that they needed to protect their valuable databases. They began the search for a single licensing solution that would meet a variety of needs, from protecting their database to enabling control and improving efficiency.

"There were a few problems we wanted to solve," explains Sunil Sadasivan, Head of IT & Operations at AIR InfoTech, "the foremost being piracy." The company was also interested in increasing operational efficiency. With many thousands of customers worldwide, AIR InfoTech needed to ensure that their back-office would continue to run smoothly for years to come and to reduce the number of support calls relating to licensing. Providing support is expensive and can create a poor customer experience. AIR InfoTech began the search for one solution that would be able to solve all these problems.



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— Sunil Sadasivan, Head of IT and Operations at AIR InfoTech.

AIR InfoTech selected Thales Sentinel solutions to meet their licensing needs. The Sentinel products provide the back-office operations efficiency they needed, along with robust IP protection. "We chose Thales Sentinel for their world-class protection and licensing solution. The high level of support provided by the technical and sales teams was an added bonus," explains Sunil Sadasivan.

The Implementation

For AIR InfoTech, the process of implementing Thales Sentinel into their company was simple. "As our products and databases were already developed, implementation took no time at all. The training given by the Thales Sentinel Technical Support staff was extremely helpful and really allowed us to kick-start the process," explains Mr. Sadasivan.

The Results

With Thales Sentinel, AIR InfoTech has been able to prevent piracy, which was the initial goal that brought them to Thales Sentinel. In addition, they are protecting current revenue, as well as offering new licensing options to customers. They have more control over product distribution, stopping their piracy problems. AIR InfoTech has also discovered new ways of offering their product through time-based and network licensing options.

The company has also found a valuable partner in Thales Sentinel's Technical Support and Sales teams. While AIR InfoTech knew that Thales Sentinel provided a robust protection and licensing system, they were pleasantly surprised by the level of customer service they received from the support and sales teams. "The support provided by the sales and technical teams was absolutely exceptional. Even today, after sale, they stand with us to help resolve any and all business or technical issues," attests Mr. Sadasivan.

Back-office efficiency has improved, causing support calls to significantly drop. The company is able to send product upgrades in a simple and secure way, making it easier for customers to update their software. Their customers are also seeing the benefits in the flexibility allowed by the Thales Sentinel software. "Our customers now have the freedom to use our products anywhere they want, as long as they have their token with them," explains Mr. Sadasivan.

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About AIR Infotech

Founded in 1922, All India Reporter has been a longtime pioneer in the publishing of High Court and Supreme Court decisions. With the changes in technology, the company digitized their publications and created software databases. AIR InfoTech, the software division of AIR, was established over 20 years ago, launching their first software CD in 1997 .

The AIR InfoTech software is used by over 15,000 researchers, scholars, and academics in more than 27 countries. Their software products allow users to access their extensive databases of court decisions in a user-friendly, searchable way. For more information on AIR InfoTech, visit <https://airinfotech.in>.

About Thales

The people you rely on to protect your privacy rely on Thales to protect their data. When it comes to data security, organizations are faced with an increasing number of decisive moments. Whether the moment is building an encryption strategy, moving to the cloud, or meeting compliance mandates, you can rely on Thales to secure your digital transformation.

Decisive technology for decisive moments.